

MUSTAFA **ALWAYIL**

Dammam, Eastern Province | 0549205506 | m.alwayel25@gmail.com

Professional summary

Competitive Sales Supervisor with experience in supervising sales teams to meet sales plans. Proficient in handling customer complaints, inquiries and addressing concerns. Demonstrated of record of completing accurate and efficient sales orders. Outstanding leadership, organisational and communication skills.

Friendly Sales Supervisor with over three years of experience managing sales team and achieving solid results. Skilled in providing direction, motivation and guidance to sales teams. Adept in hiring and training new employees. Knowledgeable in all legal compliance procedures.

Work history

Key Accounts Sales Officer 02/2022 - Current

SAUDIA AIRLINE CARGO CO. – Dammam, Eastern Province

- Supported key promotions by contacting established and potential customers to discuss offerings.
- Helped resolve client problems quickly with superior customer service.
- Set up appointments with potential and current customers to discuss new products and services.
- Leveraged market and competitor data to identify market opportunities and gaps.
- Placed new customer orders and scheduled appointments.
- Completed routine and complex account updates to resolve problems.
- Set up new customer accounts and updated existing profiles with latest information.
- Supported key promotions by contacting established and potential customers to discuss offerings.

Sales Supervisor 01/2018 - Current

SAUDIA AIRLINE CARGO CO. – Dammam, Eastern Province

- Effectively coached team members to reach and exceed weekly and monthly sales goals.
- Organised and coordinated sales team schedules, helping staff meet company and client expectations.
- Worked collaboratively with team members, championing proven techniques for closing sales, cross-selling and upselling.

Sales Representative 04/2013 - 12/2017

SAUDIA AIRLINE CARGO COMPANY – Dammam, Eastern Province

- Professionally answered telephones and responded to customer inquiries.
- Direct sales cargo sales counter at King Fahd International Airport.
- Delivered prompt service to prioritize customer needs.

Sales Executive 07/2011 - 05/2012

Tawuniya insurance CO – Dammam, Eastern Province

- Effectively handled daily customer meetings, sales calls and account management tasks, improving sales team efficiency.
- Fostered positive relationships with customers to enhance loyalty and retention.

Call Centre Representative 01/2011 - 06/2011

NCBS CO. – Dammam, Eastern Province

- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Improved call metric standards to exceed performance KPI targets.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.

Call Centre Agent 05/2010 - 12/2010

Mobily Company – Dammam

- Used outstanding problem-solving and communication skills to appease dissatisfied customers.

- Improved call metric standards to exceed performance KPI targets.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.

Skills

- Sales strategies
- Staff training
- Staff appraisals
- Employee management
- Product knowledge

Education

Marketing 07/2011
College of Technology - Dammam, Eastern Province

Bachelor of Business Administration 05/2019
Imam Abdulrahman bin Faisal University - Khobar, Eastern Province

- Graduate with second class honors

Additional Information

- A diligent, customer focused, and results oriented professional with rich experience in direct sales and customer service in reputed Air Cargo. Excellent communicator with track record of maximizing sales and providing outstanding customer services. Built and maintained long-term customer relations that resulted in businesses development. Work well in multi-cultural and multi-lingual environments . My goal is to add value to the organization with highest standards of integrity for more business growth and success.

Certifications

- Training :
- Presentation skills
- Human Factors
- Airside Safety
- Aviation Security
- Health & Safety, Fire Emergency Procedures
- First Aid
- Skills And Supervisory guidance
- Service and customer satisfaction
- Managing Sales Performance
- Mastering the Sales Process
- Leadership essentials
- Business Process Re-Engineering Training Program
- Communication Skills at Work
- Professional Selling
- Strategic Planning
- B2B and B2C Sales